

SC4 Quality Committee

Allison Barnard Feeney
Acting Convener
NIST, USA

QC@cme.nist.gov -- subscribe via majordomo

Current Situation

- ◆ Developing complex standards with strong need for qualification, integration interpretation, and editing (QIIE) oversight
 - Current procedures audit QIIE into standard at end of process
 - Resourcing QIIE functions difficult
 - End result: bottleneck for meeting project schedules

System is Broken!

- ◆ Process is complex
- ◆ Process is resource intensive
- ◆ Inadequate metrics provided
- ◆ Severe shortage of experts
 - 1 editing resource
 - 3 interpretation resources
- ◆ No training available to develop and maintain expertise

How Did This Happen?

- ◆ SC4 passed 11 resolutions to resource and support qualification, integration, interpretation, and editing activities
 - Little or short-lived commitment follow-up
 - Resource requirement loosely interpreted by projects
 - No real penalty for NOT providing resource requirement
 - No clear method of allocating resources
 - No clear method of training resources

Approach Taken by SC4

- ◆ Reorganise, create Quality Committee
 - Pros
 - ▼ Emphasises building skills into project teams
 - ▼ Fresh start
 - Cons
 - ▼ Does not improve resource situation
 - ▼ No transition time built in... projects need required services & signoffs NOW
 - ▼ No guarantee to those who met resource requirements that their QIIE project needs can be met

Quality Committee Objectives

- ◆ Build-in quality
- ◆ Project responsibility for Part quality
- ◆ Continuous improvement

Proposed Strategy

- ◆ Build-in quality
 - QC provides methods documents in information packet for approved NWIs
 - QC provides metrics for each aspect of Quality
 - QC provides training and support to project teams
- ◆ Project responsibility for Part quality
 - Training requirements imposed on project teams
 - WG conducts part reviews--Convener and project lead sign-offs indicates compliance with metrics
 - QC provides limited review--deficient parts to WG
- ◆ Continuous improvement
 - Project team feedback results in improved methods, metrics, training

Steps Taken to Date

- ◆ Methods documents sent for ballot as SC4 Standing Documents, April 1996.
 - ▼ *Guidelines for the development and approval of STEP application protocols*
 - ▼ *AIM development guidelines*
 - ▼ *Guidelines for the development of mapping tables*
 - ▼ *AIC development guidelines*
 - ▼ *Guidelines for the development of abstract test suites*
 - ▼ *Supplementary directives for the drafting and presentation of ISO 10303*

Steps Taken to Date

- ◆ Training planned
 - ISO Central Secretariat Editing Training
 - ▼ Scheduled for Toronto Meeting
 - ▼ Expect Editors, Project Leaders, and Conveners to Attend
 - *Supplementary directives* Training
 - ▼ Scheduled for Toronto Meeting
 - ▼ Expect Project Leaders and Editors to Attend

Transition Steps

- ◆ Assess STEP document architecture areas for improvement--liase with WG10
- ◆ Revise methods documents
- ◆ Develop metrics
- ◆ Develop training
- ◆ Develop transition strategy
 - Set targets for metrics, training, implementation: start with Qualification
 - Goal to have Qualification performed by WGs by March 97 ISO
- ◆ Extend process to all standards within SC4

Challenges

- ◆ Inadequate voluntary resources available to continue providing interpretation, integration, editing services
- ◆ Must have access to QIIE experts to develop metrics
- ◆ Strategy relies on cross-part reviews coming from WG

Summary

- ◆ Process will not be improved overnight
- ◆ Severe shortage of expertise has always been a problem--not easily solveable
- ◆ Critical need for resources to establish metrics and training
- ◆ Quality to be put in hands of project teams